

Help@Work: Help is a Tap Away

MobileIron products are built to maximize user choice and IT peace of mind. In this mobile first era, users and help desk staff need better ways to communicate when problems arise on mobile devices. Trying to resolve iOS and Android device issues over the phone can be frustrating, time consuming, and confusing. It is a process that often leaves users and help desk staff smacking their foreheads and wishing they could just share what they are seeing on the screen. That wish has come true with MobileIron Help@Work, where help is just a tap away.

With Help@Work, MobileIron is revolutionizing the help desk experience for iOS and Android devices by enabling users to share their screen with their help desk staff with a tap. Users no longer spend valuable time trying to describe their issues and help desk staff are no longer ‘flying blind’ trying to identify the problems that users are describing.

Help@Work for iOS

Help@Work is a fully customizable app for iOS, that is rich in experience and simple in implementation. Unlike other help desk tools, Help@Work enables screen sharing of the entire device. Screen sharing sessions can take place over the WAN, Wi-Fi, and cellular, and inside and outside the network. Companies can choose how much they would like to customize Help@Work, from simple text and logo updates to changing the look and feel of the end to end customer experience. Help@Work was designed with simple customization and distribution in mind. Customization is done via HTML and does not require specialized UI knowledge. IT Administrators can distribute Help@Work in a few simple steps. Using Help@Work is a natural help desk experience. Users tap to request help, connect with their help desk, and tap to begin a screen sharing session. With Help@Work, users and help desk staff have a valuable new tool to improve their communication and resolve issues faster. It provides simple, effective, and fast resolution of iOS device problems.

Using Help@Work for iOS in Four Simple Steps

Step 1: A user is having a problem with their iOS device that they need help resolving. The user taps on the Help@Work icon on their device which opens the Help Desk Contact Page.

Step 2: The user reaches out to their help desk using contact information found on the Help Desk Contact Page (e.g. phone number, URL, or email address) and begins a conversation.

Step 3: To resolve the user’s problem, the help desk agent will suggest a screen sharing session to better help the user. The help desk agent sends a request to the user asking for permission to see the their screen. The user taps to accept.

Step 4: The help desk agent and the user now see the same screen. The help desk agent can ask the user to demonstrate the steps they have taken and the problems they are encountering.



Challenge

Improve the helpdesk experience for iOS and Android phones and tablets.

Solution

Help@Work, a custom app that together with MobileIron Core enables:

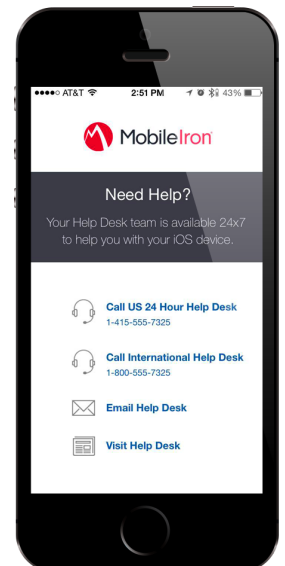
- Users to request help with a tap
- Help desk staff to remotely view a user’s iOS or Android device screen

Benefits

- Easy to setup & use
- Works anywhere: over WAN, Wi-Fi, cellular, inside and outside of network

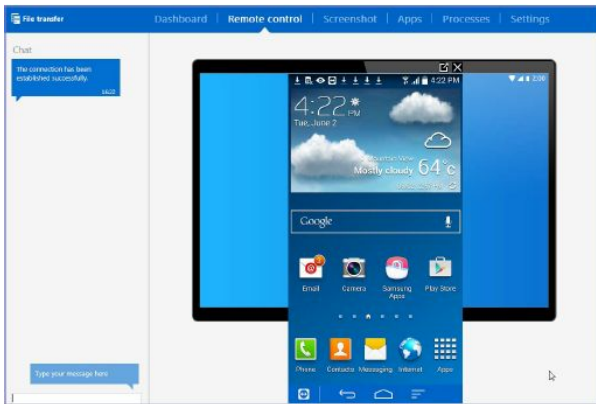
Customized Contact Page for iOS

Companies can customize the Help Desk Contact Page with their brand, logo, and colors.



Help@Work for Android

Help@Work for Android with TeamViewer is an integration that enables administrators to get full remote control access to supported Android devices managed by MobileIron Core. Remote control can happen over WAN, Wi-Fi, cellular and inside and outside the network. Users, if they would like help with their device, can call their helpdesk, and the helpdesk team can initiate a remote control session from the Admin Portal via C2DM/GCM. The administrators can configure Android devices and troubleshoot issues without having the devices in hand. The remote control session displays on the administrator's desktop, enabling point-and-click navigation of the device.



Using Help@Work for Android in Four Simple Steps

Step 1: A user is having a problem with their Android device that they need help resolving. The user contacts their helpdesk team

Step 2: Administrator selects the user's device in the Admin Portal. MobileIron Core will automatically contact the TeamViewer Server to create a remote session and retrieve a session ID.

Step 3: MobileIron Core sends a command to Mobile@Work on the user's device to start a remote session using the session ID. Core also launches the TeamViewer software on the administrator's desktop with the session ID. The Mobile@Work app sends a message (intent message object) containing the session ID to the TeamViewer app to start a remote session. User is asked to approve the remote control session.

Step 4: TeamViewer app connects to the TeamViewer Server and Administrator takes remote control of the device.

Unlocking User and Help Desk Communication

MobileIron's vision is to unlock human potential in the enterprise. With Help@Work, users and help desk staff are able to optimize their communication and therefore operate in the most time efficient and effective manner possible today. Help@Work is the answer to simple, effective, & fast resolution of iOS and Android device issues.

Point and Click Remote Control for Android

Administrators can fully control the Android device remotely from their desktops



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